

as well as their capability to provide additional assistance. If the request cannot be accommodated, the requesting office should request assistance through its region. Such a request should state exactly what, when, where, and the particular type of assistance needed. It should be remembered, however, that due to the effect on other commitments, budgeting, and manpower staffing requirements, the region and district may not be able to lend assistance to the extent requested. In this case, the requesting office should be advised in writing of what can be accomplished so that the requesting office can act accordingly.

b. Qualifications of Assisting Inspectors. Under no circumstances shall the assisting region assign an assisting inspector to a certification or surveillance job unless the inspector is fully qualified and competent to handle the job and is thoroughly familiar with the applicable regulatory requirements. For example, in certificating aircraft for air carrier operation, the various air carrier operating rules specify certain retroactive airworthiness requirements which may not be applicable to aircraft operated only under FAR 91. The assisting inspector should know such requirements as well as knowing the aircraft involved.

c. Priority Handling of Requests for Assistance from Other Regions. In cases of immediate emergencies affecting in-flight safety, district offices may communicate by telephone with the assisting district office. Each district office shall keep its regional office informed of the immediate emergencies being handled. The requesting region should keep the Aircraft Maintenance Division, AWS-300, advised of those immediate emergency situations involving air carrier aircraft.

d. On other than emergency certification and surveillance jobs, the assisting region shall make a sincere effort to provide assistance. However, if circumstances prevent assignment of an inspector, the requesting region shall be informed of such circumstances and, if possible, arrangements shall be made whereby the requesting region shall send one of its inspectors to do the job. If both regions are shorthanded, the region in which the job is located shall provide the requested assistance as soon as circumstances permit; in which case, the requesting region shall be informed of the anticipated delay and given a firm date on which the job is expected to be completed. The requesting region shall inform other interested persons, such as an applicant, accordingly.

28. SHARED RESPONSIBILITIES FOR SURVEILLANCE OF FACILITIES PERFORMING AIR CARRIER MAINTENANCE. When an air carrier, or commercial operator operating under air carrier rules, makes arrangements with other persons for the performance of any or all of its work (maintenance, preventive maintenance, required inspections or alterations), the same basic consideration should be given such facilities as would be given facilities operated by the air carrier. There must be no difference in the quality of surveillance, timely responsiveness to discrepancies of faults and the effectiveness of corrective measures, when and where the need exists. The only significant difference is

the shared surveillance responsibility which usually is involved when an air carrier uses the facilities of other persons. When inspectors of different areas of specialization, such as air carrier and general aviation or inspectors of the same speciality, but in different regions, share surveillance responsibility for the facilities of an air carrier, special precautions must be observed. The following are key items which are mandatory for proper surveillance of an air carrier that uses the facilities of other persons:

a. Prompt and effective communications between the principal airworthiness inspector assigned to the carrier and his counterpart assigned to any facility doing work for the air carrier are a MUST. Both the air carrier man and the facility man should be fully informed and up to date at all times with regard to existing or probable problems and the progress and effectiveness of corrective action.

b. Persons assigned surveillance responsibility for repair stations or other facilities doing air carrier work should keep in mind that when such facilities perform maintenance, preventive maintenance, or required inspections for air carriers or commercial operators operating under air carrier rules, the work performed must comply with the applicable provisions of FAR 43 and the air carrier rules. Both the carrier man and the facility man must be well aware of the regulations governing both areas and should determine that both the air carrier and the facility also know the regulations which affect their relationship.

c. Just as the air carrier is primarily responsible for the airworthiness of its aircraft, the principal airworthiness inspector assigned to the air carrier should have the primary responsibility for all work which affects such airworthiness. He also should have the primary responsibility for securing corrective action by the carrier. By the same token, the principal airworthiness inspector with assigned responsibility for a repair station, or the facility doing work for the air carrier, should have primary responsibility for corrective action by the facility. Both inspectors have the responsibility for working together as a team to get the total job accomplished quickly, effectively, and efficiently. The regional authority should assure that this relationship or responsibility is established and maintained at all times.

d. A lack of responsiveness to the need for prompt and effective correction of discrepancies can be a dangerous possibility in any situation; however, shared surveillance is particularly susceptible. There is a tendency for both parties to expect the other party to do the job. Also, there is a tendency to maintain little or no followup to assure that the task has been completed. The result can be a failure to correct discrepancies which are vitally important to safety. In order to assure that this does not occur, a speedy and effective handoff system must be established and maintained between the affected inspectors, whereby both know all problems of mutual interest and the current status of the corrective action.

29. MEETINGS/WORKSHOPS.

a. The Managers of the Air Transportation Branch, AWS-330, General Aviation/Commercial Branch, AWS-340, and the Avionics Branch, AWS-350, will develop and conduct workshops with the appropriate regional Flight Standards branch managers for the purposes of assisting and programming as required by the regional offices. The workshops will include air carrier airworthiness maintenance and avionics activity.

b. These workshops will normally be held in one of the domestic regions with each alternating as the host region.

c. The time and place of these workshops will be coordinated with the region and the Aeronautical Center before establishing a firm meeting date and place.

30. PREPARATION AND ISSUANCE OF DIRECTIVES REQUIRING ACTION OR IMPOSING WORKLOADS ON AIRWORTHINESS INSPECTORS. All individuals engaged in the preparation and issuance of directives are requested to assure that:

a. All recipients of the directive will have the necessary resources to perform the required job functions.

b. Directives using mandatory language, such as MUST and SHALL should clearly state that the recipient cannot handle the directive as a discretionary function but must comply with it completely.

c. Words such as WILL, which indicate a presumption that action is to be taken, are not used if the requested action is considered mandatory.

d. Directive requirements having an impact on other FAA organizations are clearly spelled out and clearance has been obtained from such organizations prior to issuance.

e. The appropriate directives management officer is consulted for assistance concerning the fulfillment of the provisions of Order 1320.1C, FAA Directives System.

31. AVIATION SAFETY INSPECTOR'S CREDENTIAL, FAA FORM 110A

a. Criteria for Eligibility. Airworthiness inspectors (GS-11 grade level or above) currently assigned to a GS-1825 position with surveillance responsibilities for an FAR Parts 121 or 135 air carrier or operator will be issued the credential providing they have successfully completed either the Air Carrier Maintenance/Electronics Indoctrination, Course No. 21601, or the General Aviation Maintenance/Electronics Indoctrination, Course No. 21603.

b. Issuance of Credential. FAA Form 110A (Figures 2-2 and 2-3) will be issued to qualified air carrier and general aviation airworthiness inspectors by the Program Management Division, APR-100, at Washington headquarters and are signed by the Associate Administrator for Aviation Standards, AVS-1. They are issued upon receipt of a written request from the regions when accompanied by FAA Form 1600-14, Application for Identification or Credential Card (Figures 2-4 and 2-5). The procedures for requesting FAA Form 110A may be found in Order 8000.38C, Aviation Safety Inspector's Credential, FAA Form 110A, and Use of Access to Aircraft Forms, SF-160 and FAA Form 8430-13.

32.-35. RESERVED.

FIGURE 2-1. DELINEATION OF TECHNICAL RESPONSIBILITIES

ATA Systems	Subsystems	Airworthiness	Avionics	
21		P		Air Conditioning
22			P	Autopilots
23			P	Communications
24		S	P	Electrical Power
25		P		Equipment/Furnishings
26	-10	P	S	Fire Protection Detection
27		P	S	Flight Control Logic Systems - Indicating
28	-40	P	S	Fuel Fuel System - Indicating
29		P		Hydraulic Power
30	-30 -50 -80	P	S S S	Ice and Rain Protection Pitot - Static Antennas - Radome Detection
31			P	Instruments
32	-60	P	S S	Landing Gear Position and Warning Anti-Skid - Electronics
33			P	Lights
34			P	Navigation
35		P		Oxygen
36		P		Pneumatic
37		P		Vacuum

FIGURE 2-1. DELINEATION OF TECHNICAL RESPONSIBILITIES  
(CONTINUED)

ATA Systems	Subsystems	Airworthiness	Avionics	
38		P		Water/Waste
49	-70	P	S	Airborne Aux. Power Indicating
51		P		Structures
52	-70	P	S	Doors Door Warnings
53		P		Fuselage
54		P		Nacelle/Pylons
55		P		Stabilizers
56		P		Windows
57		P		Wings
61		P		Propellers
65	-60	P	S	Rotors Indicating
71	-50	P	S	Powerplants Electrical Harness
72		P		Engine/Turbine/Engine Reciprocating
73	-30	P	S	Engine Fuel and Control Indicating
74	-10	P	S	Ignition Electrical Power Supply
75	-40	P	S	Air Indicating
76		P		Engine Control

FIGURE 2-1. DELINEATION OF TECHNICAL RESPONSIBILITIES  
(CONTINUED)

ATA Systems	Subsystems	Airworthiness	Avionics	
77			P	Engine Indicating
78		P		Exhaust
79	-30	P	S	Oil Indicating
80		P		Starting
81		P		Turbines
82		P		Water Injection
83		P		Accessory Gear Boxes

FIGURE 2-2. SAMPLE FAA FORM 110A (Front Side of Form)

UNITED STATES OF AMERICA  
DEPARTMENT OF TRANSPORTATION  
FEDERAL AVIATION ADMINISTRATION

**AVIATION SAFETY INSPECTOR'S CREDENTIAL**

Whose name and photograph appear  
regularly

*Sample*

INSPECTOR'S SIGNATURE

Assigned to duty in inspection, investigation and enforcement in accordance with provisions of the Federal Aviation Act of 1958 and the regulations thereunder. This Inspector is authorized to issue U.S. Government Identification Form 8430-13 for access to U.S. restricted areas. This credential is given free and uninterrupted entry to the restricted areas in the performance of official duties.

\_\_\_\_\_  
ASSOCIATE ADMINISTRATOR FOR AVIATION STANDARDS

FAA Form 110A (1-81)  
SUPERSEDES PREVIOUS EDITION

FIGURE 2-3. FAA FORM 110A (Reverse Side of Form)

U.S. Department of Transportation  
**Federal Aviation Administration**

800 Independence Ave., S.W.  
Washington, D.C. 20591

Official Business  
Penalty for Private Use \$300

Postage and Fees Paid  
Federal Aviation Administration  
DOT 515



*Sample*

**POSTMASTER: Return to:  
ASSOCIATE ADMINISTRATOR  
FOR AVIATION STANDARDS  
FEDERAL AVIATION ADMINISTRATION  
WASHINGTON, D.C. 20591**

IF FOUND—Drop in any U.S. Mailbox, as unauthorized possession or use makes offender liable to severe penalties. Title 18, U.S.C. Sec. 499.

FIGURE 2-4. SAMPLE FAA FORM 1600-14 (Front Side of Form)

APPLICATION FOR IDENTIFICATION OR CREDENTIAL CARD				DATE CARD ISSUED	NO. OF CARD ISSUED			
Check Card Wanted	FAA Official Credential Card	FAA Identification Card	Inspector's Credential Card	Air Carrier Inspector's Credential	Authorization To Enter Flight Deck	Civil Defense Identification Card		
	Security	Security	Flight Standards	Flight Standards	Air Traffic	Security		
FULL NAME OF EMPLOYEE			Date of Birth	Height	Weight	Color of Hair	Color of Eyes	Sex
SOCIAL SECURITY NO.		ADDRESS WHERE CARD IS TO BE SENT						
WORKING TITLE							GRADE	
OFFICE/SERVICE/REGION/CENTER				OFFICIAL STATION				
DIVISION			BRANCH					
JUSTIFICATION OF NEED								
I understand and agree to surrender the card issued to me upon termination of my employment or upon recall by proper authority.				Signature and Title of Authorizing Officer				
SIGNATURE OF PERSON TO WHOM CARD IS TO BE ISSUED			Date of Application					
FAA Form 1600-14 (9-87) Supersedes FAA Form 1708				Use reverse to record Transfer Data				

FIGURE 2-5. FAA FORM 1600-14 (Reverse Side of Form)

WORKING TITLE							GRADE	
OFFICE/SERVICE/REGION/CENTER				OFFICIAL STATION				
DIVISION			BRANCH					
WORKING TITLE							GRADE	
OFFICE/SERVICE/REGION/CENTER				OFFICIAL STATION				
DIVISION			BRANCH					
WORKING TITLE							GRADE	
OFFICE/SERVICE/REGION/CENTER				OFFICIAL STATION				
DIVISION			BRANCH					

SECTION 2. PRECAUTION TO BE TAKEN BY TECHNICAL PERSONNEL  
IN PUBLIC DISCUSSION OF MAINTENANCE SERVICES AND  
AIRCRAFT PRODUCTS

36. PURPOSE. This section relates agency practices concerning official conduct in certain activities unique to technical personnel and points out specific areas wherein inspectors may be criticized if they fail to exercise due restraint and caution.

37. OPINIONS CONCERNING MAINTENANCE SERVICES AND AIRCRAFT PRODUCTS. During the normal course of duty, technical personnel acquire considerable information concerning the comparative quality of maintenance and/or alteration and the reliability characteristics of aircraft and component parts. As a result, the inspectors may frequently either be asked to express opinions or be inclined to voluntarily offer opinions with regard to such services or products. The inspector can discuss factual matters pertaining to maintenance services and aircraft products, but shall not, under any circumstances, make derogatory remarks or express opinions which may lead a public listener to believe that the inspector is biased or holds some service or product in higher regard than other services and products. He may often be inclined to direct attention to sources of maintenance which he believes to be better than other sources and to aircraft products which he considers superior to other products. He must exercise extra caution to curb this inclination.

38. REQUESTS FOR INFORMATION CONCERNING SOURCES OF SERVICES OR PRODUCTS. Inspectors may frequently be asked by owners, operators, and repair agencies to recommend sources of supply for aircraft parts and material or sources of maintenance and alterations. When requested to provide such information, the inspector is encouraged to be as helpful as possible, but must be completely unbiased and impartial. When providing such information, the inspector is particularly cautioned against recommending any single source or product where more than one source or product manufacturer is involved. The inspector should refer the person seeking such information to appropriate trade journals, pamphlets, and any other usual sources of information available to the aviation public. If this is not possible, he should mention as wide a range of sources of services or products as possible. He should also encourage the person to contact other users, owners, or operators to find a wider selection of sources. In this, as with the expression of opinions noted in the foregoing paragraph, the inspector must not show partiality or bias, or leave the impression that he is recommending some specific service or product.

39. NEW OR UNIQUE MAINTENANCE OR ALTERATION TECHNIQUES, PRACTICES OR PROCEDURES. Mechanics, certificated repair stations, air carriers, and other facilities often develop unique new ways of performing maintenance functions or alterations. In many instances, such techniques, practices or procedures may have been developed after considerable research and expense. In some instances, the results of such effort and expense may give the developer an economic advantage over others. In this, as with other areas in which the inspector finds himself taken into the confidence of the developer, the matter should be kept in strict confidence in so far as others are concerned. Even if the developer has no reluctance in telling others about his methods, etc., the

inspector should be very careful in releasing the information. The party to which the information may be imparted should be directed to contact the developer for the information.

40. GENERAL. In expressing opinions or in giving advice or information to people in the aviation industry with respect to maintenance, alterations or aircraft products, the inspector must remember that as a representative of the FAA, the agency may be judged by the measure of his own integrity, common sense and conduct. He can do much to promote aviation and good will for the agency by giving sound advice or passing along good useful information, but can do much harm by expressing biased personal opinions or making derogatory remarks.

41.-55. RESERVED.

## SECTION 3. ORAL AUTHORIZATIONS

56. GENERAL. Airworthiness inspectors shall not make oral agreements or grant oral authorizations or approvals when existing instructions provide for written authorizations or common sense dictates that the commitment should be in writing. In this connection, it is desirable to have operators or other interested persons confirm in writing that which they propose to do about unsatisfactory conditions called to their attention by an inspector. Such written confirmation shall serve to protect the inspector and to support any subsequent action considered necessary.

57.-59. RESERVED.

## SECTION 4. CORRESPONDENCE WITH INDUSTRY

60. PURPOSE. This section provides information to assist the inspector in determining when and under what circumstances he should resort to formal correspondence with an assigned industry element.

61. GENERAL. From time to time, various organizations complain that they are burdened by voluminous and sometimes lengthy letters from inspectors which are of questionable necessity. Examples have been shown which tend to confirm the validity of the complaints and indicate a need for more restraint and discretion on the part of those inspectors.

62. FORMAL CORRESPONDENCE. The circumstances under which the inspector may or should resort to formal correspondence with industry are so varied as to preclude specific enumeration. To do so in this handbook would also tend to unduly hinder the inspector in doing his job. The inspector should judge the need for writing a formal letter by the following yardstick: "Can I get the job done satisfactorily by telephone, personal contact, or by doing the investigation, check or review, that my job normally requires ME to do? If the answer to this question is 'yes,' then a formal letter normally should not be used."

63. QUALITY OF CORRESPONDENCE. When an inspector must write a letter to a person, operator, or agency, he should observe the basic rules of letter writing. These rules should include accuracy, conciseness and brevity, but say what has to be said. Above all, the inspector should write the type of letter that he would like to receive.

64.-69. RESERVED.